Queensland Fire and Emergency Services

User Guidelines for QFES e-lodgement

Guidelines to assist with electronically registering, submitting, receiving and viewing requests for QFES Referral Agency Advice under the *Planning Act 2016*.

Contents

Overview of QFES e-lodgement

QFES e-lodgement is a statewide web-based portal for the electronic lodgement of building approval requests referred to QFES as an advice agency under the *Planning Act 2016*. It is an alternative to using QFES application forms.

QFES e-lodgement is available on the QFES website: www.qfes.qld.gov.au. It is a single access point for applicants across the state.

For a further understanding of the Referral Agency Advice process, refer to the following page on the Queensland Fire and Emergency Services website:
https://www.qfes.qld.gov.au/buildingsafety/referral-agency-advice/Pages/default.aspx

Benefits of using QFES e-lodgement

There are many benefits to using QFES e-lodgement:

Simplified referral process
- Submit your meeting, assessment and inspection requests online, attaching all associated documents (reports and drawings) regardless of the number of files and their size;
- No requirement for signatures on forms;
- It is no longer mandatory to include IDAS forms with your submission to QFES, however, they can still be submitted at your discretion;
- QFES e-lodgement has been specifically designed to minimise key stroke data entry by using auto-population, drop down lists and copying data entered on previous applications.

Save money and time
- No printing or postage costs for paper documents;
- Upload your request to QFES directly with no wasted time in postal transit.

Improved access to information
- QFES reports and correspondence will be automatically emailed to you once they are completed. They will also be available in QFES e-lodgement against the relevant request in your profile;
- You will see a history of requests lodged by you or your organisation (depending on your profile) through QFES e-lodgement.

Before You Start

Do you have the correct computer setup?

To use QFES e-lodgement you need one of the following:

- Internet Explorer Version 9 or later
- Firefox Version 15 or later
- Google Chrome Version 22 or later
- Safari Version 5 or later.

The combination of Internet Explorer Version 9 **PLUS** Google Chrome Frame is not compatible with QFES e-lodgement. Use one of the above browsers instead.

You also need Adobe Reader Version 9 or later for viewing reports and correspondence. Adobe Reader can be downloaded free from Adobe.com. Note that the standard Apple Preview function is not supported by QFES e-lodgement.

You will need an email account to register and receive updates about your submitted applications.

Mobile devices are not supported by QFES e-lodgement.

Note: The upload speed of your internet connection will determine the time it takes to send large file attachments such as building drawings.

Getting Support

User Guidelines

These *User Guidelines for QFES e-lodgement* have been developed to support you when using QFES e-lodgement.

QFES e-lodgement Help Desk

If you require further assistance or if you want to provide feedback, you can contact the QFES e-lodgement Help Desk on (07) 3635 1799 (Monday to Friday 8am to 3pm excluding public holidays) or by email at:

QFES.e-lodgement@qfes.qld.gov.au

When using QFES e-lodgement

A **Need Help?** icon displays in the banner of QFES e-lodgement. Hover your mouse over this icon to display support information:

Register for QFES e-lodgement

To use QFES e-lodgement, you need an email address to create a user account. A QFES e-lodgement user account can be set up either as an individual profile, or as a user within an organisation profile. Your email address can be linked to only one QFES e-lodgement user account.

It is important to understand the difference between an individual profile and an organisation profile and determine what is right for you before you start the process of registering for QFES e-lodgement.

What sort of profile do I need to set up in QFES e-lodgement?

An individual profile caters for one person who has dealings with QFES, who has one email address, and who does not need to be linked in any way to other users of QFES e-lodgement. You create a user account under one name to submit and manage your requests. All communications will come directly to the email address that you register when you set up the individual profile.

An organisation profile caters for organisations that have multiple users of QFES e-lodgement, multiple offices and/or multiple email addresses for the organisation, offices and users. The benefit of an organisation profile is that users within that organisation can see submissions lodged by other users in the same organisation and action them if required.

Things you need to know about an organisation profile

If you believe an organisation profile is what you require, there are a few concepts that you need to be aware of:

e-lodgement administrator from your organisation

Before you register for an organisation profile you need to nominate at least one e-lodgement administrator from your organisation who will set up the profile and then add individual users from your organisation. This person is responsible for the following activities:

- Doing the initial registration of the organisation profile – they will then become the default e-lodgement administrator;
- Creating and managing other users in your organisation (including more e-lodgement administrators). This will include advising organisation users of the password they will require to activate their account;
- Managing the office details of your organisation.

The original e-lodgement administrator from your organisation can be deactivated, however, an organisational profile must have at least one e-lodgement administrator active at all times.

Organisation user

An organisation user is created within your organisation profile by an e-lodgement administrator. Once an organisation user is created by an e-lodgement administrator, that user cannot register themselves as an individual in QFES e-lodgement. Organisation users need to activate their account after they receive their activation email.

Planning your organisation profile

Before setting up your organisation profile, it is recommended that you create a plan for how you want your profile to look. See some examples in Appendix A – Example Organisation Profiles.
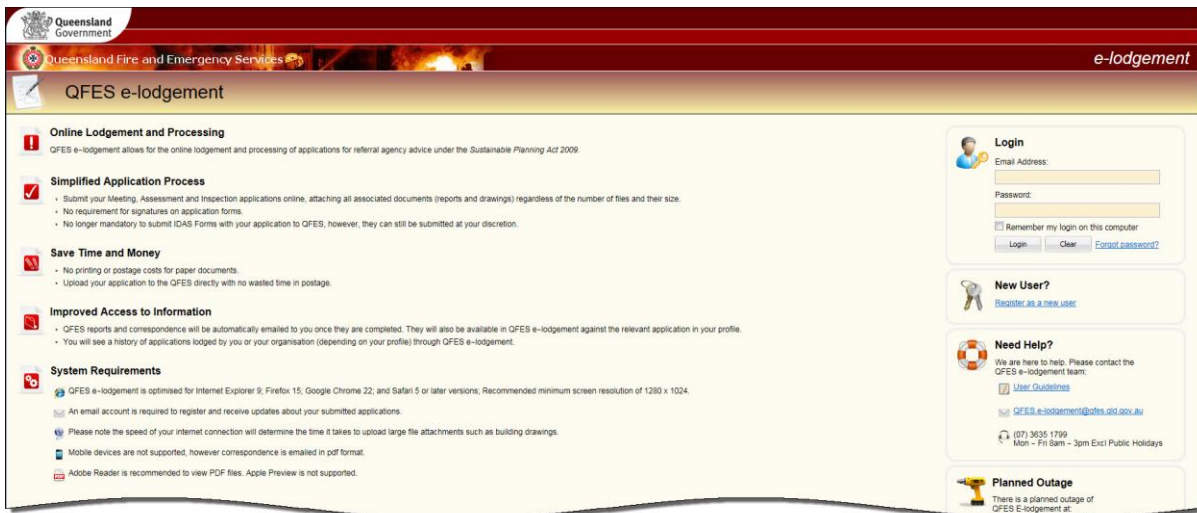
Ready to Start?

Access QFES e-lodgement

QFES e-lodgement is accessed from the QFES website: www.qfes.qld.gov.au.

Take these steps to access QFES e-lodgement:

1. Go to www.qfes.qld.gov.au
2. Click on the **QFES e-lodgement** link. The **QFES e-lodgement** home page displays:
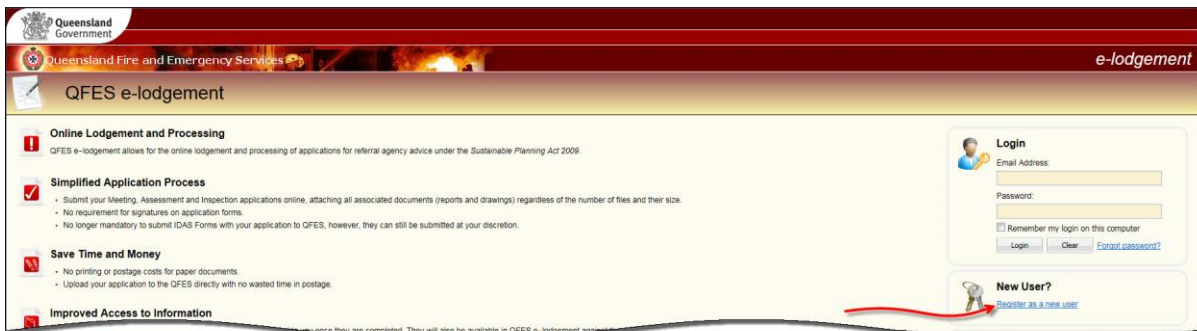
> **Note**: Press **F11** on your keyboard to have QFES e-lodgement display in full screen mode.

Register as a new user

Take the following steps to register as a new user and then set up a QFES e-lodgement profile:

1. From the QFES e-lodgement home page, click on the **Register as a new user** link:

The **Select a Registration Type** page displays:

2. Select which user type you require: **Individual user** or **Organisation**.
3. Click **Continue**.
4. Enter the registration details for your individual or organisation profile. Take note of the following before starting:

Rules about setting passwords:
- Length = minimum 8 characters, maximum 12 characters
- Must contain at least one numeric character
- Must contain at least one alpha character
- No spaces allowed
- QFES e-lodgement will display a password strength indicator after you type in your password:

- QFES e-lodgement will not force you to change your password at set time intervals
- The e-lodgement administrator creates their own administrator password and then the passwords for individuals when setting up the accounts for users within your organisation. Set up all passwords as unique and then provide them to the individuals in your organisation.
- See page 12 for information about **Forgotten Passwords**.

Note: When you see the **information icon**, hover your mouse over it to view important information about the field:

Note: If a field is buff-coloured this means that it is a **mandatory** field and you are required to enter information into it. If you don't enter information into a mandatory field, it will display with a red box around it and a red information icon next to it:

Note: If a field has a **drop down arrow**, you must select one of the options that display when you click it:

5. Once you have entered all your registration details, click **Register**. The **Registration Successful - Please check your email** screen displays:

An email will be sent to your registered email address asking you to activate your account.

Note: If the registration process is unsuccessful, the **Registration Failure** screen displays. Follow the instructions on the screen to re-enter your registration details to complete an successful registration.

6. Go to your email application and find the activation email sent to you. The email will be from **QFES e-lodgement no reply@qfes.qld.gov.au** and the subject will be: **QFES e-lodgement Activation Required.**

Note: If you do not receive this email, check your junk/spam email folders. If you still haven't received the activation email then contact the QFES e-lodgement Help Desk on (07) 3635 1799 for assistance.

7. Click the link provided in the QFES e-lodgement activation email to activate your account. The **Email Activation Successful** screen displays:
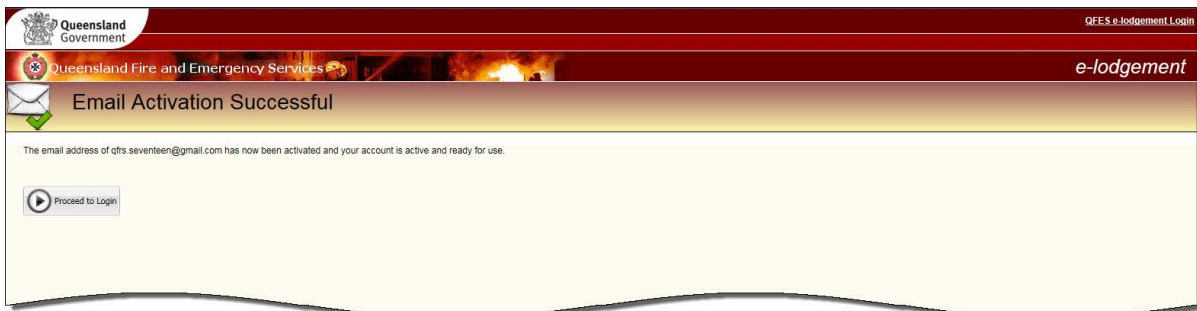

8. Click **Proceed to Login** to go to the **QFES e-lodgement** home page where you can log in and start using QFES e-lodgement.

Log into QFES e-lodgement

After you activate your email address as part of registering your QFES e-lodgement account, take the following steps to log in:

1. On the QFES e-lodgement home page, enter your email address and the password that you either entered in the registration process, or that was given to you by your organisation's e-lodgement administrator if you are a user within an organisation profile.
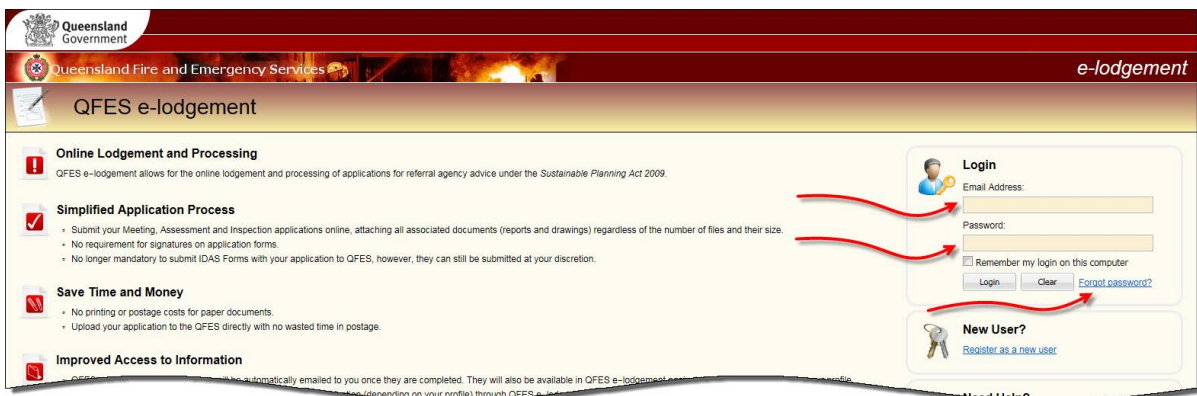

Forgotten Passwords

If you have forgotten your password, click the **Forgot password?** link and follow the steps. After submitting your email address, QFES e-lodgement will send an email with a link to the **Reset Password** screen. Enter your new password to reset.

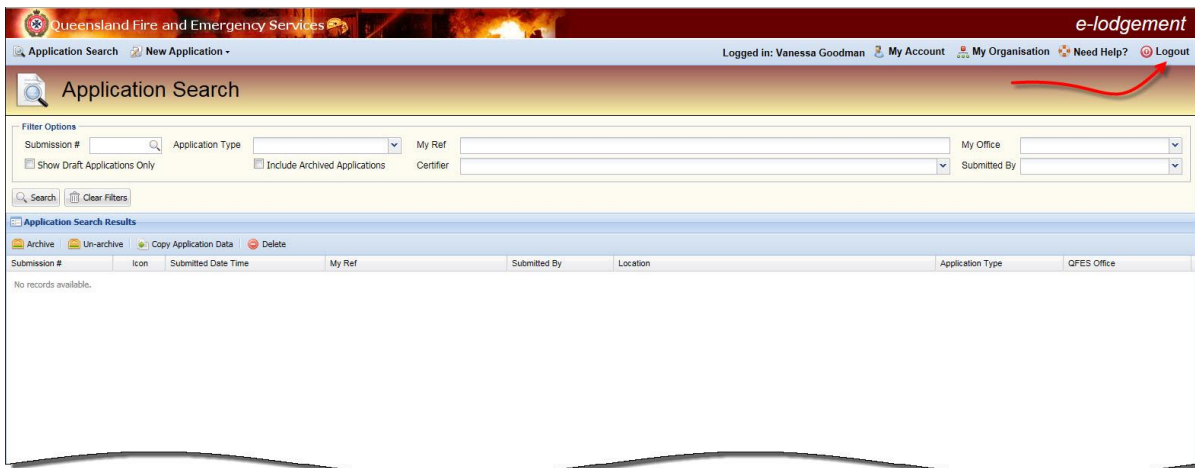The **Application Search** screen displays:
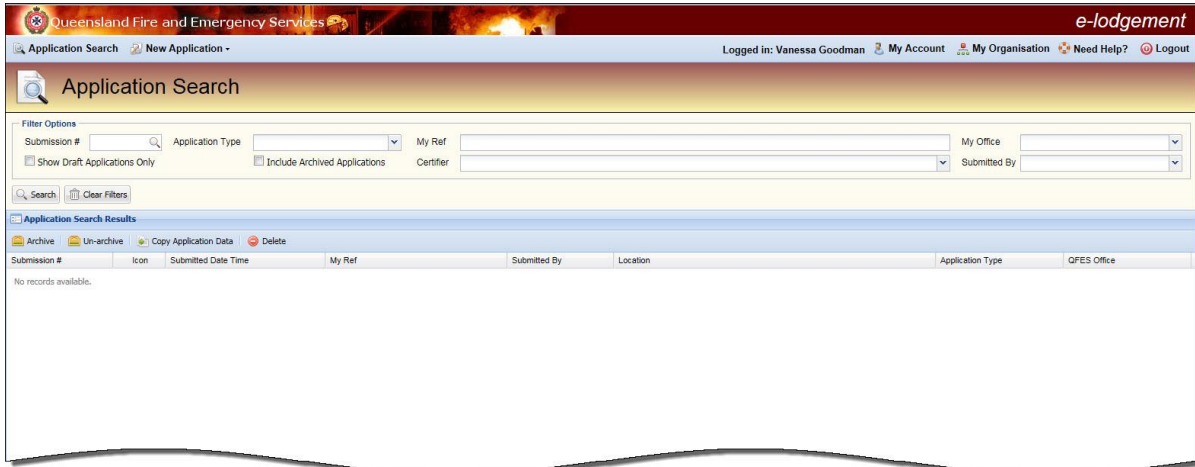
If you are an e-lodgement administrator, you will have an extra button in your toolbar – **My Organisation** – and your **Application Search** screen will look like this:
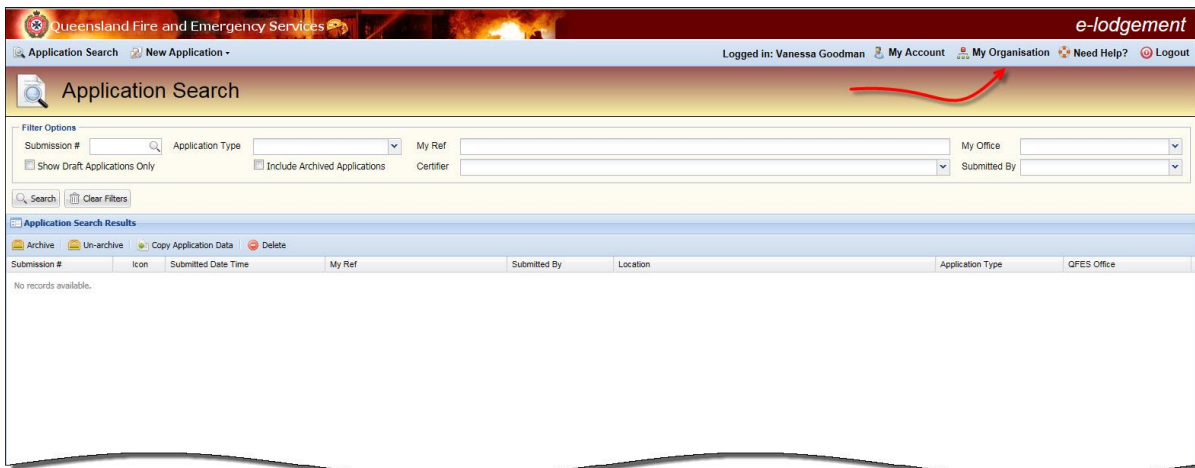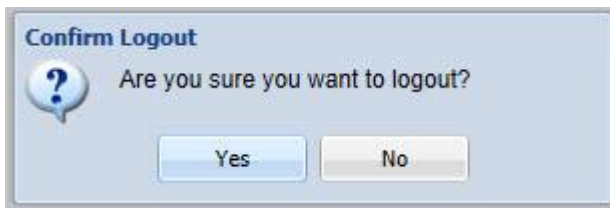

Log out of QFES e-lodgement

When you are finished working in QFES e-lodgement, take the following steps to logout:
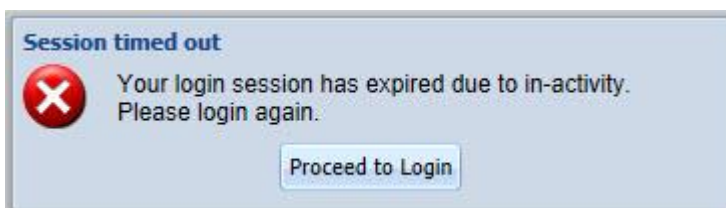1. Click the **Logout** button:

The **Confirm Logout** window displays:

2.   Click **Yes** to logout of QFES e-lodgement.

QFES e-lodgement session expiration

If two hours of inactivity in QFES e-lodgement is detected, the system will log you out automatically. Any unsaved data will be lost. The following message displays:

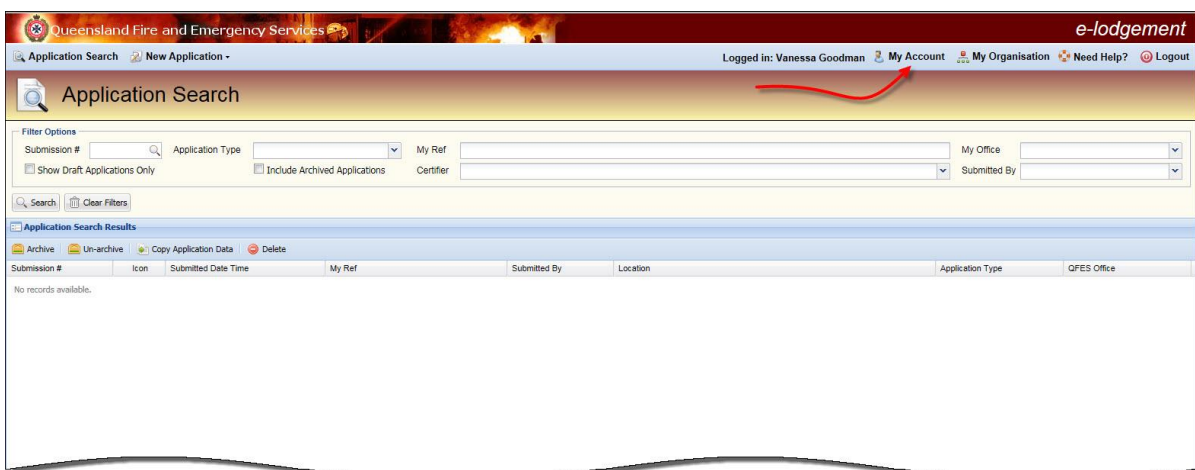Click **Proceed to Login** and log into QFES e-lodgement again.

Note: Uploading documents into QFES e-lodgement is considered system activity.

Manage Your Details

Manage My Account

After you have registered and logged into QFES e-lodgement, you can update your details using **My Account**. To manage your account, take the following steps:

1.   From the **Application Search** screen, click on **My Account**:

The **My Account** screen displays your current profile information in the **Profile** tab:

2. Make any required changes and then click **Save**.

> **Note**: If you change your email address, QFES e-lodgement will send an email to the new email address asking you to activate your account. The steps are the same as when you originally activated your QFES e-lodgement account:
>
> 1. Go to your email application and find the activation email sent to you. The email will be from **QFES e-lodgement no reply@qfes.qld.gov.au** and the subject will be: **QFES e-lodgement Activation Required.**
> 2. Click the link provided in the QFES e-lodgement activation email to activate your account. The **Email Activation Successful** screen displays:
> 3. Click **Proceed to Login** to go to the **QFES e-lodgement** home page where you can log in and start using QFES e-lodgement.

3. If you need to change your password, click the **Password** tab:

The **Change Password** details display:

4. Enter your current and new password into the tab and then click **Reset Password**.

> **Rules about setting passwords**:
> - Length = minimum 8 characters, maximum 12 characters
> - Must contain at least one numeric character
> - Must contain at least one alpha character
> - No spaces allowed
> - QFES e-lodgement will display a password strength indicator after you type in your password:
>
>
>
> - QFES e-lodgement will not force you to change your password at set time intervals
> - See page 12 for information about **Forgotten Passwords**.

Manage My Organisation

Only an e-lodgement administrator can manage the details of an organisation profile. This includes updating your organisation's details and creating offices and users. You can also search for users in your organisation. To manage your organisation's details, take the following steps:

1. From the **Application Search** screen, click on **My Organisation**:

The **Manage Organisation** screen displays the offices and users within your organisation profile and allows you to edit your details:
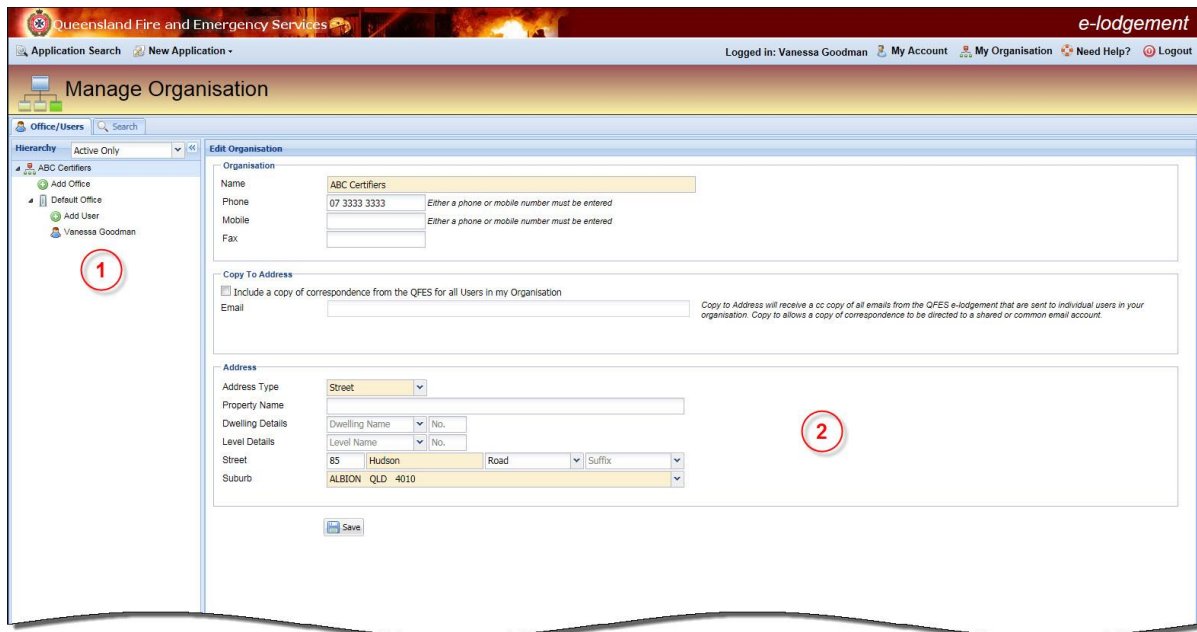
①	The **Hierarchy** pane lists the offices and users in your organisation. This is where you can select the level of detail to view or update.
②	The **Edit Organisation** pane displays the details selected in the **Hierarchy** pane.

Manage Organisation

If you highlight your organisation in the **Hierarchy** pane, the **Edit Organisation** pane will display:

①	Select your organisation's name in the Hierarchy pane.
②	Update your organisation's name, phone and fax details.
③	You can elect to copy all reports and correspondence from QFES relating to applications that are lodged by users within your organisation to a specific email address by selecting the **Include a copy of correspondence from QFES for all Users in my Organisation** checkbox. This email address can be the same as a user within the organisation or a generic email address for the organisation. It cannot be the same as an email address for a user of QFES e-lodgement outside of your organisation.
④	Update your organisation's address details.

Manage Offices

You can set up your organisation with as many offices as required, update the details for your offices, and make them active or inactive if required.

When you register your organisation, it is created with a **Default Office**. You can update the details of this default office, but you cannot remove it by making it inactive.

To update the details of the default office, take the following steps:

(1)	Select **Default Office** in the Hierarchy pane. Note: Display **All Offices** or **Active Only** by selecting from the drop down box at the top of the Hierarchy pane.
(2)	Update the default office's name, phone and fax details.
(3)	You can elect to copy all reports and correspondence from QFES that are lodged by users within this office of your organisation to a specific email address by selecting the **Include a copy of correspondence from QFES for all Users in this Office** checkbox. This email address can be the same as a user within the organisation or a generic email address for the organisation. It cannot be the same as an email address for a user of QFES e-lodgement outside of your organisation.
(4)	Update this office's address details.

Note: Follow the same steps to update any office in your organisation, after you have created them.
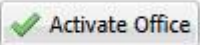
To add a new office, take the following steps:

(1)	Select **Add Office** in the Hierarchy pane.
(2)	Enter the new office's name, phone and fax details.
(3)	You can elect to copy all reports and correspondence from QFES that are lodged by users within this office of your organisation to a specific email address by selecting the **Include a copy of correspondence from QFES for all users in this office**

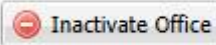|	
	checkbox. This email address can be the same as a user within the organisation or a generic email address for the organisation. It cannot be the same as an email address for a user of QFES e-lodgement outside of your organisation.
4	Enter the new office's address details.

Note: You can also make an office active or inactive by clicking on the buttons that display at the bottom of the screen after you create a new office:

Note: If you click **Inactivate Office**, this will prevent the emailing of any reports or correspondence from QFES relating to any submission for that office via QFES e-lodgement to the **Copy to Address**. The office will also be hidden from the normal tree view of offices in the **Hierarchy** pane.

Manage Users

You can set up your organisation with as many users of QFES e-lodgement as required, edit the details for your users, and make them active or inactive if required.

To create a new user or update the details of an existing user in your organisation, take the following steps:
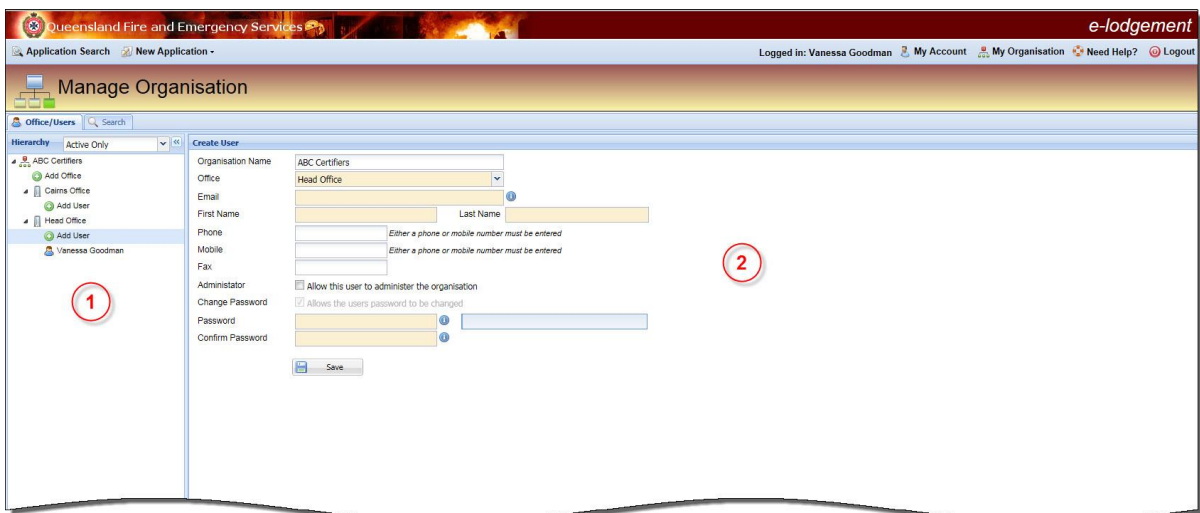
1	Select **Add User** in the **Hierarchy** pane, or select the user whose details you want to update.
2	Enter the user's details. If you've selected **Add User**, these fields will be blank.

> **Note:** Don't forget to advise the new user of the password you have created for them so that they can successfully activate their QFES e-lodgement account.

> **Note:** You can also make a user active or inactive by clicking on the buttons that display at the bottom of the screen after you create a new user:
>
>

Inactivating a user will prevent the emailing of any reports and correspondence from QFES relating to any submission you have lodged via QFES e-lodgement to this user. The user will also be hidden from the normal tree view of users within the offices in the **Hierarchy** pane.

Search for Users

To find a specific user in your organisation, you can search for their name in the **Search** tab:

1. Enter any part of the user's name in the **Find User** field.

2. Click **Search**. The results of the search will display as follows:
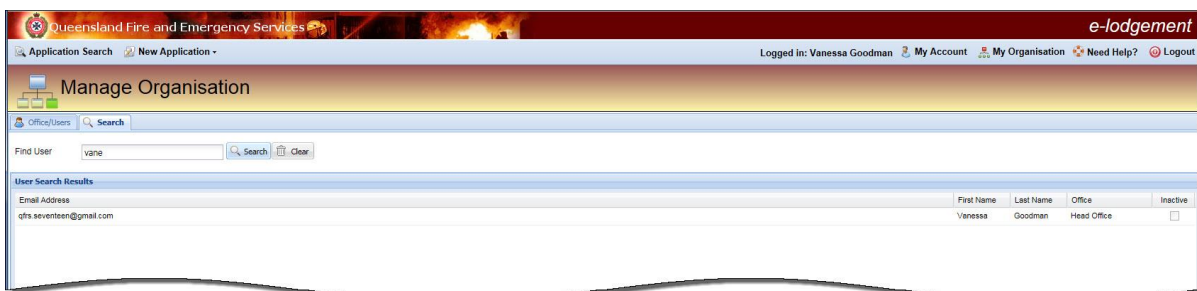
> **Note:** If you want to return a list of all users in your organisation, leave the **Find User** field blank, and then click **Search**.

3. If you want to update the user's details, double-click the record to open it in the **Edit User** screen.

Submit Requests and Documents

Create and submit a request

The following types of requests can be submitted through QFES e-lodgement:

- Request for Meeting
- Request for Comment on FEB/FER
- Request for Assessment (or Reassessment)
- Request for Inspection
- Documentation Only Submission

Copy an existing or create from new

You have the choice of either copying the data from an existing submission into your new request or creating one from new.
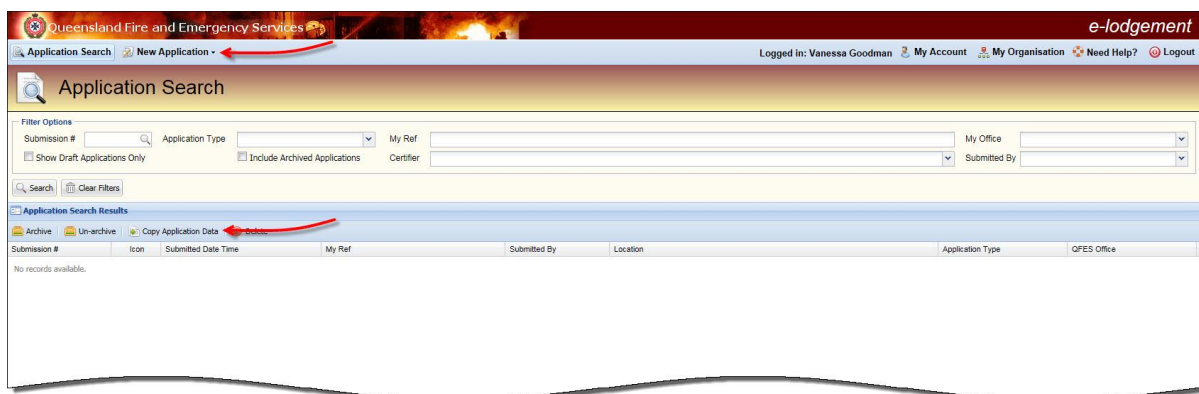
Copy submission data

To copy the data from an existing submission, take the following steps:

1. In the **Application Search** screen, select the application that you want to copy from.
2. Click **Copy Application Data**. The following screen displays:
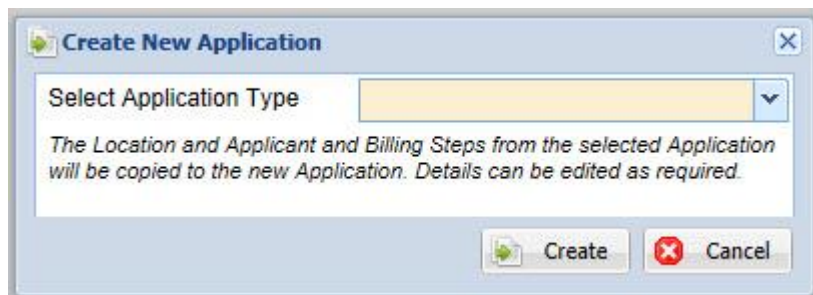
3. Select the **Application Type** for your new application.
4. Click **Create**.

The new request is created with data from the selected submission:

5. Follow the instructions from Step 1 Location to update the copied data to make it correct for your new application.

Create from new

To create a request from new, take the following steps:

1. On the **Application Search** page, click the down arrow next to **New Application**:

2. Select the type of application you are submitting from the drop-down list. The **New Application Wizard** opens:

①	The type of new application you selected to submit displays at the top of the screen while you are completing the **New Application** wizard.
②	Your current step in the **New Application** wizard displays in bold in the **Steps** pane. **Steps 3** and **5** of the **New Application** wizard vary among the different application types. You do not have to complete the steps in order, you can move between steps in the wizard by clicking on the step in the **Steps** pane.
③	The fields in the main pane align with your current step in the **New Application** wizard. Enter the information in the pane and then move to the next step in the **New Application** wizard. You don't have to enter the wizard steps in any particular order; however, QFES e-lodgement will check that you have entered all required information when you click **Submit** in **Step 5**.
④	Move between steps in the **New Application** wizard by using the **Previous** and **Next** buttons **Save**, **Save & Close** or **Cancel your application**. If you save and close, the application wizard will close and all data entered will be saved as a draft submission. If you cancel, you will lose all data you have entered.

Note: Draft submissions will be held in the e-lodger's account for a period of 30 days and then automatically deleted.

Note: The **New Application** wizard is used to create and submit your application. After you submit the application, you can view all details of the application from the **Application Summary** screen, where you can also submit additional documents for the application, such as amended drawings or a Certificate of Classification.

Step 1 Location

Enter the **Location** details for your application:

①	If you have a reference number, enter it into the **My Ref** field.
②	Select from the drop down list which QFES office is responsible for the site. This will be changed by QFES if the incorrect office is selected. You can also enter the QFES Job No if the application relates to an existing job. This will help ensure that the application gets attached to the correct job in the QFES system.
③	Enter the location details for the site. An **Application for Meeting** has an addition field in **Location Details**: ☐ Concept Only - address not required. (Only tick the box where the meeting is to discuss where the proposed site is unknown)
④	Enter the lot and plan details for the site. You must enter at least one lot and plan for the site unless the **Nature of Application** is **Temporary Structure**

Step 2 Applicant and Billing

Enter the details of the applicant and billing details for the application:

①	Enter the details of the applicant. The applicant can be a person or a company. You can enter a care of address for the applicant if required.
②	Where applicable, enter the **Billing Details** to advise to whom the invoice is to be addressed. You can use the **Copy Applicant for Billing** feature if it is the same person or company for both. If you have your own order reference number, enter it into the **Order Reference** field. By entering these details, you are confirming to QFES that you have the billing customer's authority to receive the invoice.

	Note: You may need to use the scroll bar to see the bottom of this screen.

Step 3 Request Details

The third step of the **New Application** wizard will vary depending on the type of application you are submitting.

Step 3 Meeting Details – New Request for Meeting

	Note: You no longer need to select the meeting type. QFES will determine the meeting type when your application is received and will contact you to discuss if required.

Step 3 FEB Details – New Request for Comment on Fire Engineering Brief

①	Enter the certifier details relating to the Fire Engineering Brief. The list that displays contains all currently registered certifiers for Queensland. If the name you are searching for does not appear in the drop down list, click **Certifier not found? Please supply details:** checkbox and then you can type in the certifier details.

②	Enter the fire engineer details relating to the Fire Engineering Brief. The list that displays contains all currently registered fire engineers for Queensland. If the name you are searching for does not appear in the drop down list, click **Fire Engineer not found? Please supply details:** checkbox and then you can type in the fire engineer details.

Step 3 Assessment Details – New Request for Assessment or Reassessment

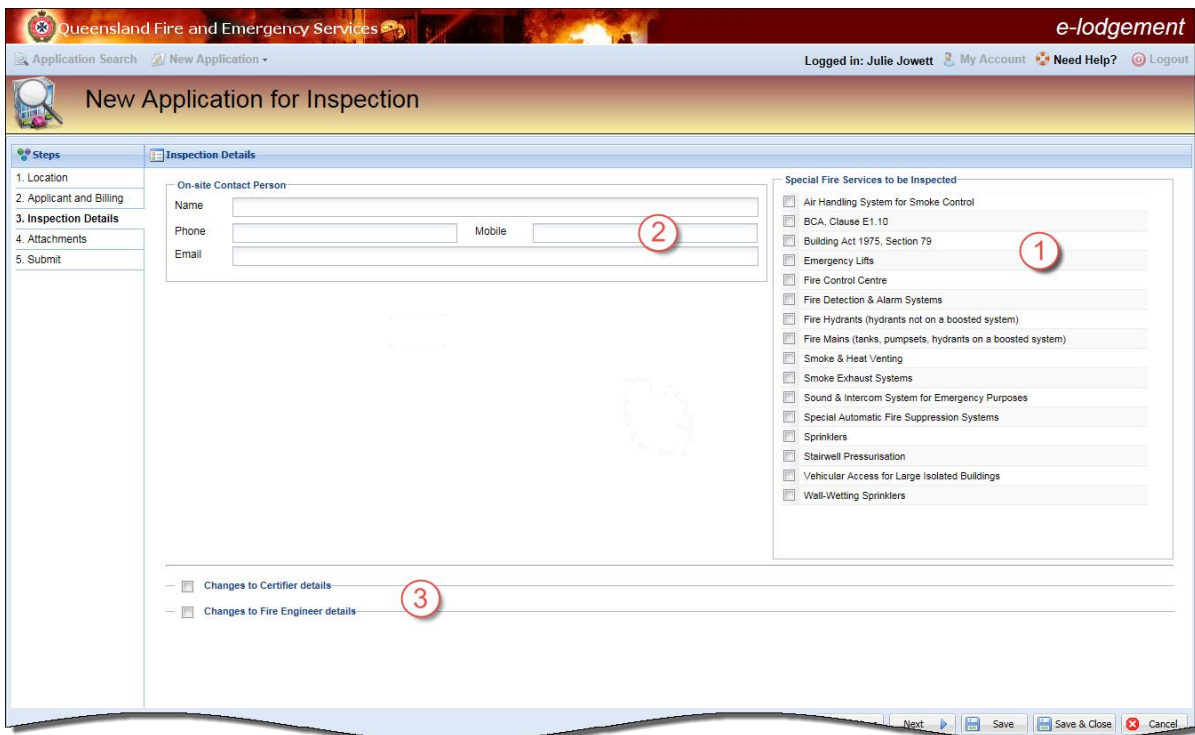|	
①	Follow the steps to define the **Application Type**. Depending on the **Nature of Application** selected in **Step 1**, the information that is required in **Steps 2 – 4** will change. If you have any additional information about the request, select **Additional information for this application: (optional)** checkbox to expand the field: You can then enter additional details as required, for example, when additional legislation applies to the request.
②	Enter the building details and your reference numbers.
③	Select **Special Fire Services to be Assessed**.

4	If you are a self assessing agency, or if certifier or fire engineer details are required for your application, click on the checkbox and then enter the required information.

📝	**Note:** When you select the **Fire Detection & Alarm Systems** checkbox as a **Special Fire Service to be Assessed**, the following message is displayed, and a written report is required as part of the application.

Unwanted Alarms Requirements

Unwanted Alarms Requirements

Describes the Unwanted Alarms Process and provides the guidelines download link

If the FD&AS is proposed to be monitored by the QFES, or is a Class 2 or Class 3 building with a FD&AS in the Sole Occupancy Unit, a written report which addresses the performance recommendations of the Fire Alarm and Building Design Guidelines for the Reduction of Unwanted Alarms is required to be submitted as part of the application.

Unwanted Alarms Guidelines

OK

Step 3 Inspection Details – New Request for Inspection

1	Select the **Special Fire Services to be Inspected**.
2	Enter the contact details of the person onsite.
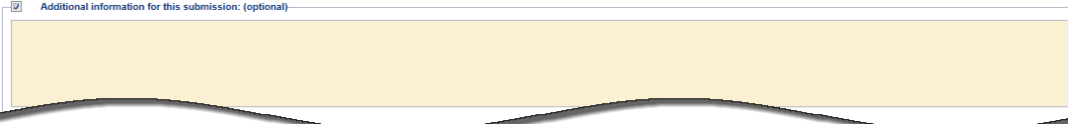
| 3 | Click the **Changes to Certifier details** or **Changes to Fire Engineer details** checkbox to enter updated information about the certifier or fire engineer for this application. |

Note: You no longer need to select the inspection type. QFES will determine the inspection type when your application is received and will contact you to discuss if required.

Step 3 Building Details – New Documentation Only Submission

①	Follow the steps to define the **Submission Type** . Changing **Step 1 Documents Relate To** will reset **Steps 2–3** if already selected. If you have any additional information about the application, select the **Additional information for this submission: (optional)** checkbox to expand the field: You can then enter additional details as required, for example, when additional legislation applies to the application.
②	Enter the building details and your reference numbers.
③	Select the Special Fire Services Installed.
④	If you are a self assessing agency, or if certifier or fire engineer details are required for your application, click on the checkbox and then enter the required information.

Note: When you select the **Fire Detection & Alarm Systems** checkbox under **Special Fire Service Installed** the following message is displayed and a written report is required as part of the application.
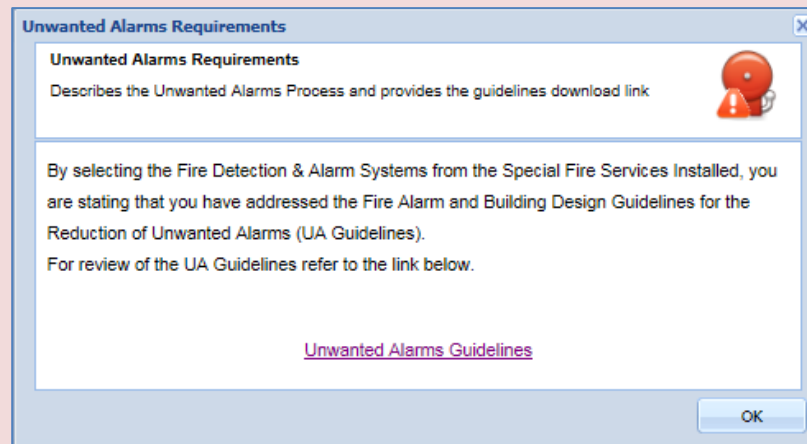
Step 4 Attachments

Attach the documents to support your request.

Note: Complete **Step 4 Attachments** and upload your documents as the first step in the submission process if your network is slow and you have numerous documents to upload.

You can attach any number of documents of any file size to the new request. Your network speed and the file sizes will impact the time it will take to upload documents to QFES e-lodgement.

Note: In order to save time processing your request, ensure all PDFs you upload do not have any security or password restrictions on them.
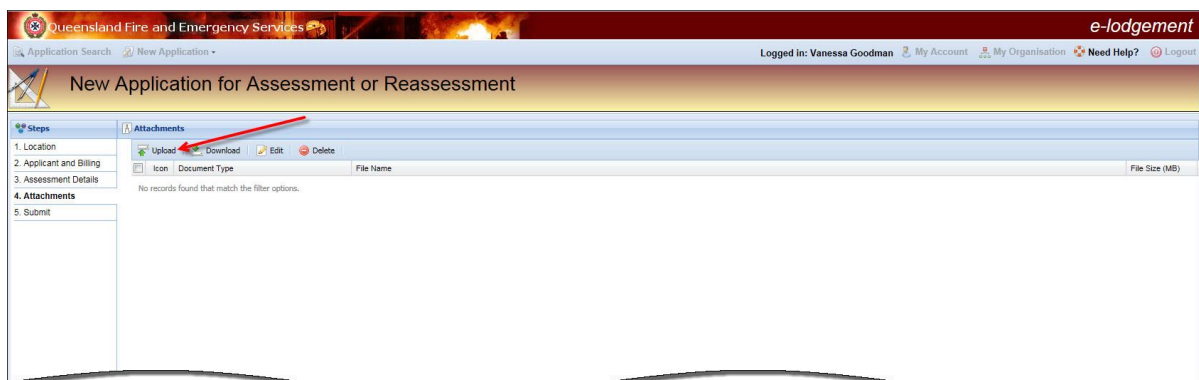
To attach documents to your request, take the following steps:

1. Click **Upload** on the **Attachments** pane. The **Upload Document** dialogue box displays:
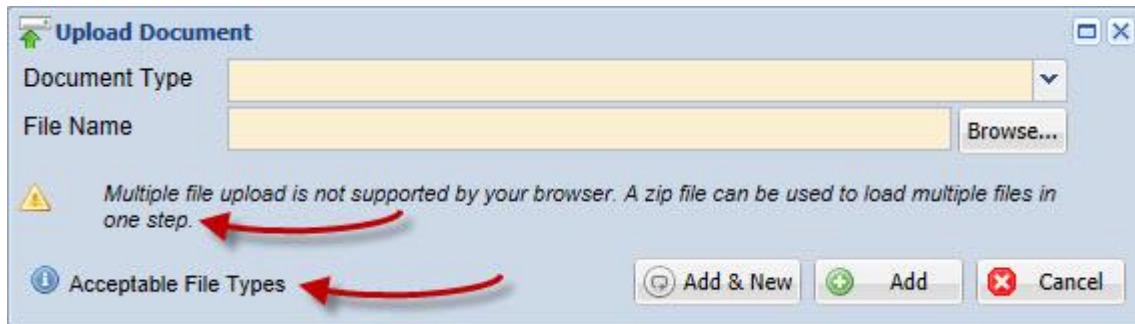
2. Select a **Document Type** from the drop-down list.

3. Click **Browse** to select a document from your PC.

4. If you are uploading only one document, click **Add**. If you need to upload more than one document, click **Add & New** and repeat steps 2–4.
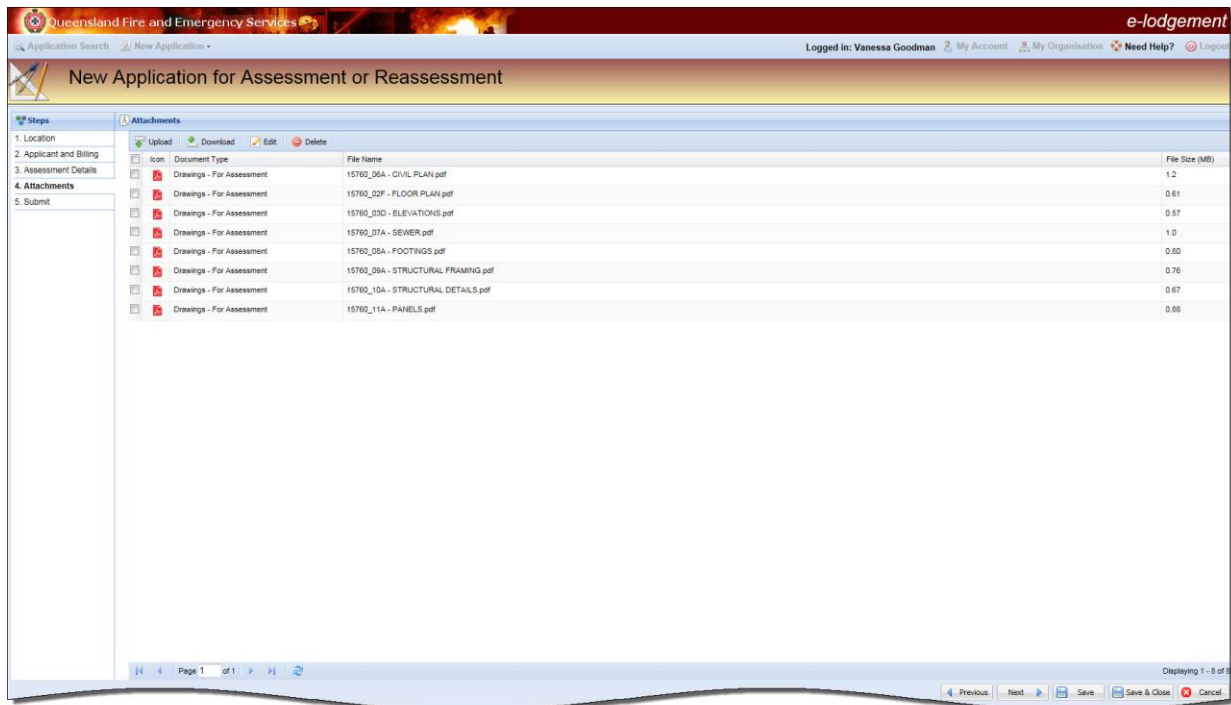
Note: If your browser doesn't allow you to select multiple files to upload, the message shown in the screen capture above displays. You can create a compressed (zipped) file and select it to upload. QFES e-lodgement will automatically expand the compressed file in the **Attachments** screen.

Note: Only certain file types can be uploaded to QFES e-lodgement. If you hover your mouse over the **Acceptable File Type** icon on the **Upload Document** screen, the list displays:

> **Note:** You can also download documents, edit the **Document Type** and delete documents uploaded to this screen, but only during the new application process.

Step 5 Submit

The final step of the application wizard requires that you accept the terms and conditions of the QFES Referral Agency Advice process. This step of the wizard will vary for **Documentation Only** submissions.

Step 5 Submit – New Request for Meeting, Request for Comment on FEB/FER, Assessment or Reassessment and Inspection

1	Familiarise yourself with the Department of Community Safety's Information Privacy Plan.
2	Familiarise yourself with the terms of payment. If you need to forward these terms to the billing customer, click on the **Terms and Conditions for Payment of Fees** link to open the **QFES Terms of Payment** PDF document.
3	The **Multiple Building Application** section only displays for applications for assessment or reassessment. If you are submitting multiple applications for assessment for buildings on one site, you can choose to have the floor area of the buildings combined for invoicing purposes by selecting the **This Application is part of a Multiple Building Application** checkbox.
4	Check the **I Accept** checkbox to indicate that you accept the terms and conditions of the application. After you select the **I Accept** checkbox, click **Submit Application**.

Step 5 Submit – New Documentation Only Submission

①	Familiarise yourself with the Department of Community Safety's Information Privacy Plan.
②	There is no requirment for payment of fees with a **Documentation Only Submission**. If you wish to confirm that the application meets QFES' requirements click the link within this section.
③	The **Documentation Only Submission Acknowledgement** section only displays for **Documentation Only Submissions**. This area outlines the five specific building works criteria relating to the QFES Scope Reduction Initiative. Complete the submission by selecting the **This Application meets the QFES Scope Reduction Documentation Only Submission requirements** checkbox.
④	Check the **I Accept** checkbox to indicate that you accept the terms and conditions of the application. After you select the **I Accept** checkbox, click **Submit Application**.

Validation errors

If you have missed entering mandatory information in the new or draft application wizard, to help you locate the step and field to update, QFES e-lodgement will display the following information on the screen:

- The **Validation Errors** screen outlines in detail each field error.

- The **Steps** that have validation errors display in red.

- The **Validation Errors** button displays at the bottom of the screen for you to re-display the **Validation Errors** screen.
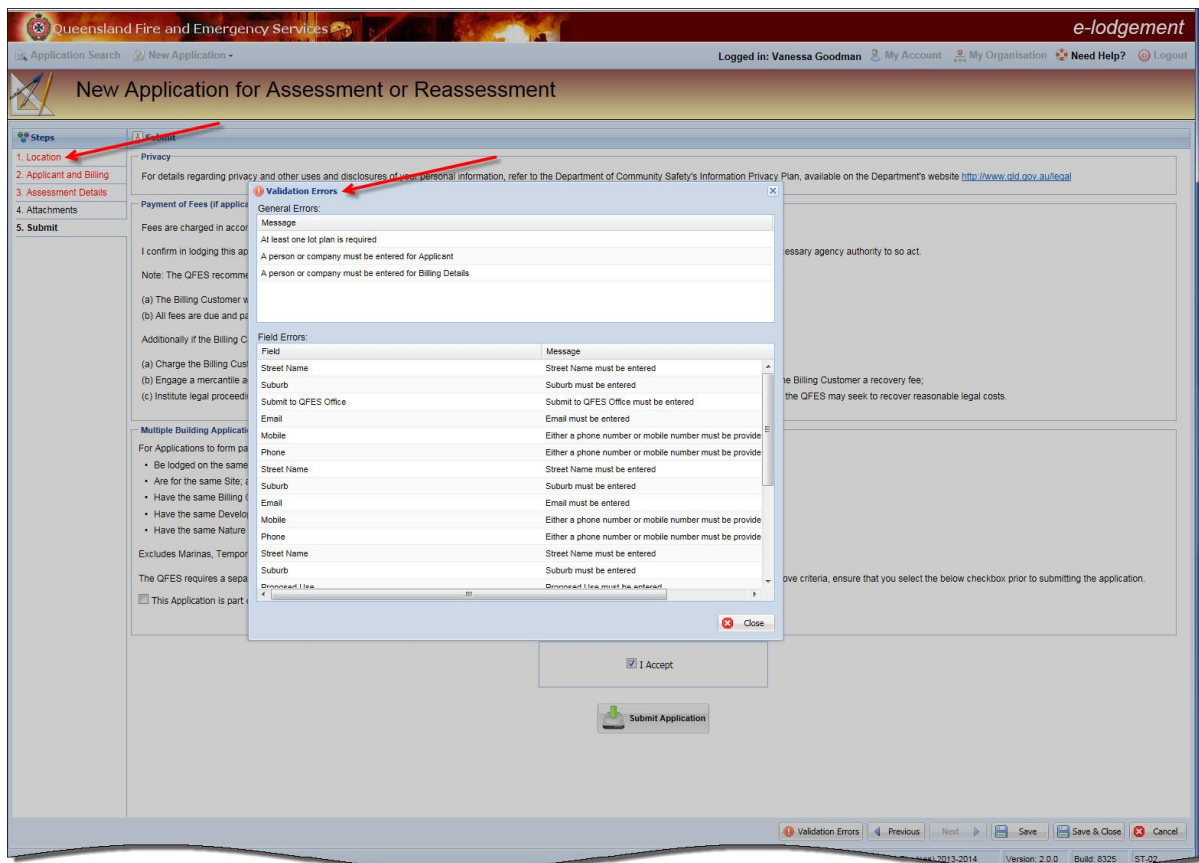
Correct all validation errors and then click **Submit Application** again.

Confirm information

Once the new application is error free, the **Submit Application** message displays:
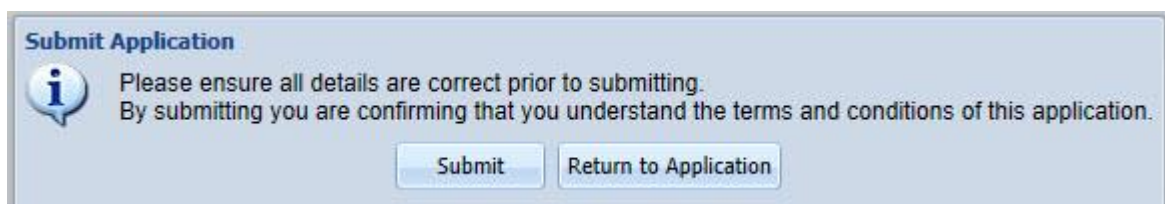
Submission receipt

After you click **Submit**, the **Submission Receipt** message displays:
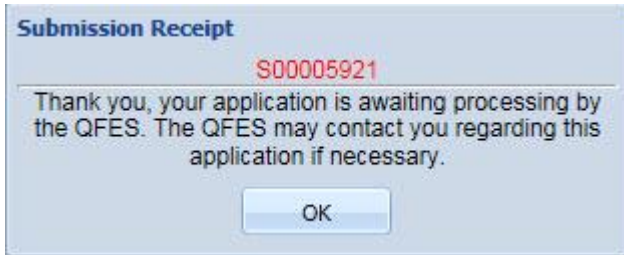
	Note: Take note of the submission number. You can use this number to search for this application in the **Application Search** screen. The submission number will appear on correspondence from QFES in relation to this application. This is not the QFES Job Number.

Receive Reports and Correspondence from QFES

Receive reports and correspondence for your submissions

As soon as the report or correspondence is generated by QFES, it will display in the **Application Summary** screen in the **History** tab. Refer to **View the History of your Submissions** for more information on how to view these documents.

If QFES has been supplied a valid email address for the following, an email will also be sent to these recipients with the report or correspondence as an attachment:

- Person who submitted the request (any person who has registered for QFES e-lodgement, for example, the person responsible for lodging requests in your office)

- The applicant (for example, the developer)

- The certifier

- If you are registered as an organisation and have elected to copy all reports and correspondence from QFES that are received by users within your organisation or office to another email address, a copy will also be sent that email address.
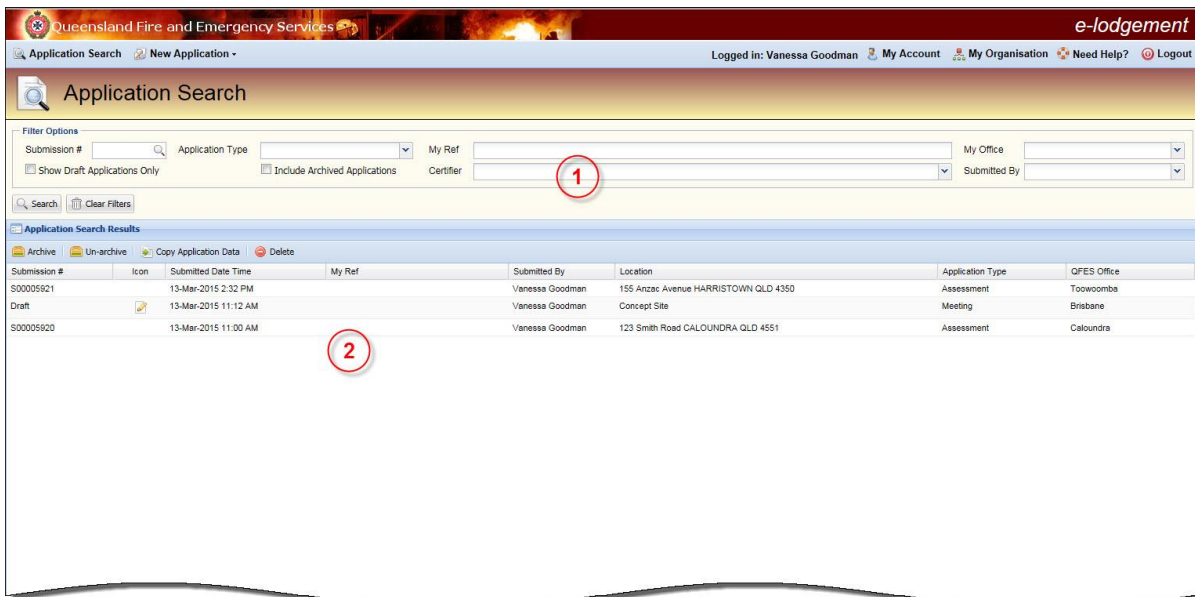
View the History of your Submissions

You can search for and view the details of your submissions. You can also view existing attachments to a request and submit additional documents as required.

What requests can I access?

- Only requests submitted through QFES e-lodgement can be viewed in QFES e-lodgement

- If you have an individual profile, you can access all your submissions since you registered with QFES e-lodgement

- If you are a user within an organisation profile, you can access all submissions associated with that organisation.

Search for existing requests

When you log into QFES e-lodgement, the first screen that opens is the **Application Search** screen, with your history displaying. You need to apply filters in order to narrow the search and find the submission you want to view.

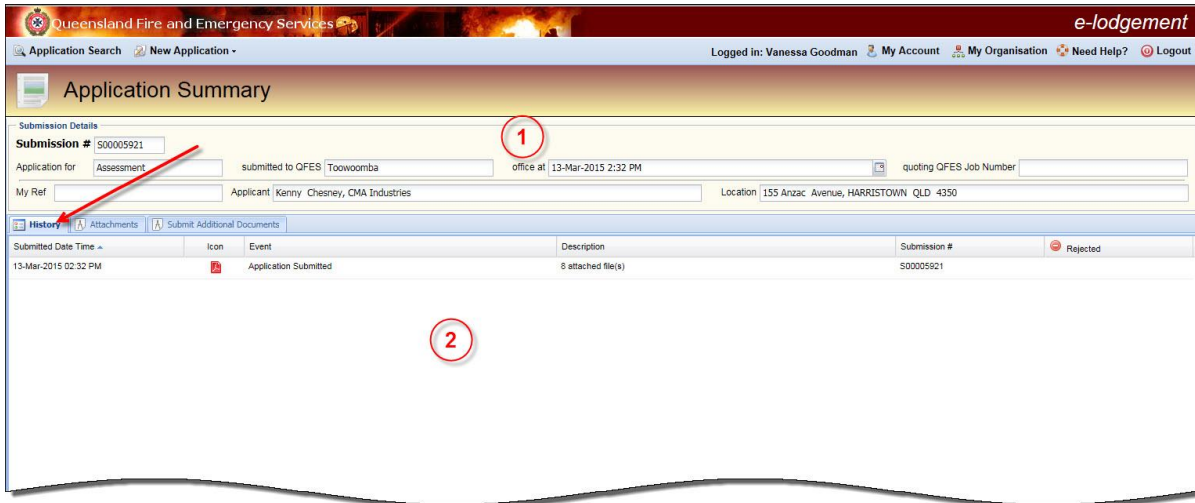|	
(1)	Enter any number of filters required to narrow the **Application Search Results**. Submission and certifier details will only be available for searching after the submission has been validated by QFES.
	Click **Search** to search for submissions based on the filters you have applied.
	Click **Clear Filters** to clear the current filters and **Application Search Results** and start again.
(2)	The **Application Search Results** display in this pane.
	You can archive an application by selecting it and then clicking the **Archive** button. This will remove the application from view in the **Application Search** screen. If you want to view archived applications, select the **Include Archived Applications** checkbox in the **Filter Options** pane and then click **Search**. If you want to unarchive the application, select the archived application and then click the **Unarchive** button.

Request update alerts

When QFES updates your request it will be highlighted in red in the **Application Search** screen:
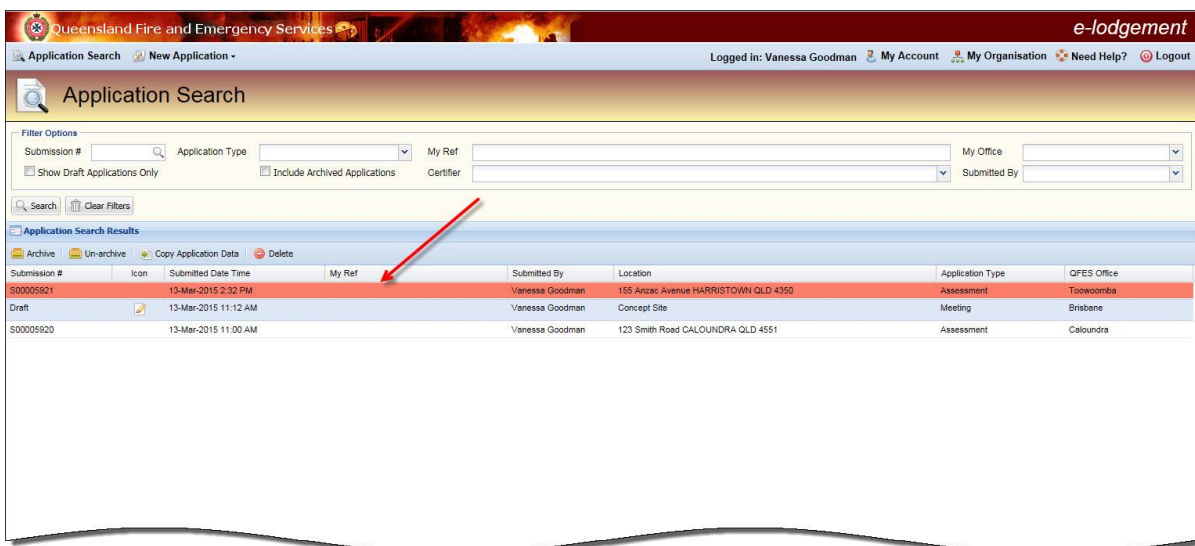
When you double-click the request to view it, the red highlight will be removed.

View application summary

After you find the request you want to view, double-click it in the **Application Search Results** pane. It will open in the **Application Summary** screen, in the **History** tab:

①		A summary of the submission details display.
②		A chronological history of the events relating to this application, including the dates and times of when you submitted the application and attachments to QFES e-lodgement and when you received correspondence and reports from QFES e-lodgement. You can click on the icon in the Icon column to open or save the document to your PC.

	Note: You can change the sort order of the list by clicking on most column headings. When you click on the column heading, a triangle displays: Click to change the direction of the sort to ascending or descending.

View attachments to an existing request

To view all documents that you originally submitted with the request, as well as those submitted as additional documents, click the **Attachments** tab from the **Application Summary** screen.

|		
①		All documents submitted display in the **Attachments** tab. If you want to narrow the view of the documents that display, enter information in the **Filter** fields and then click **Search**. To return the display back to all, click **Clear Filters**.
②		You can click on the icon in the **Icon** column, or select the document and then click the **Download** button to open or save the document to your PC.
③		Documents that were submitted with the original application (in the example, Submission # S0000001) as well as additional documents (in the example, Submission # S0000001.1) display in the **Attachments** tab.
④		Ensure that you check the page controls at the bottom of the screen. This example shows that there are more pages of documents to view. Either type the page number to go to, or click the page navigation buttons to move through the pages of submitted attachments.
⑤		The page control shows the total number of submitted attachments.

Note: You can change the sort order of the list by clicking on the column headings. When you click on the column heading, a triangle displays:

Submission # ▲

Click to change the direction of the sort to ascending or descending.

Submit additional documents to an existing request

You can submit any number of documents of any file size to the existing application if the application has not been rejected. Your network speed and the file sizes will impact the time it will take to upload documents to QFES e-lodgement. To submit documents to the existing request, click the **Submit Additional Attachments** tab from the **Application Summary** screen.
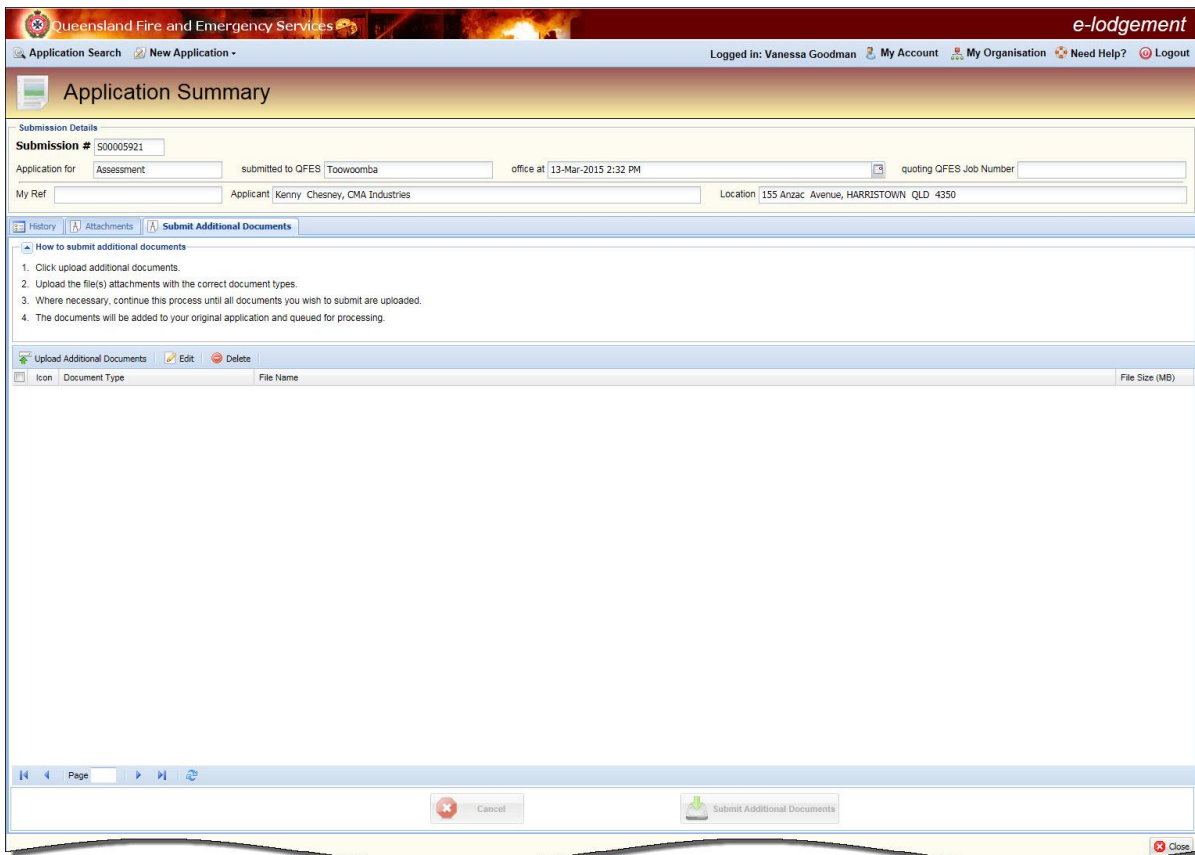
To submit additional documents to your request, take the following steps:

1. Click **Upload** on the **Attachments** pane. The **Upload Document** dialogue box displays:
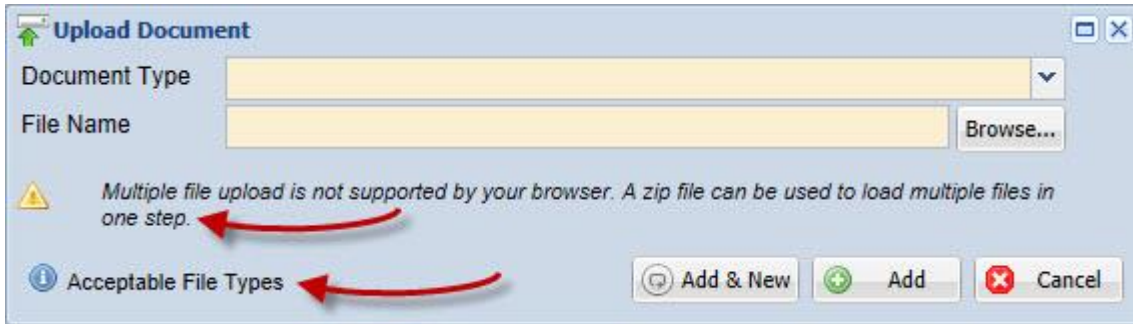

2. Select a **Document Type** from the drop-down list.

3. Click **Browse** to select a document from your PC.

4. If you are uploading only the one document, click **Add**. If you need to upload more than one document, click. **Add & New** and repeat steps 2–4.

> **Note:** If your browser doesn't allow you to select multiple files to upload, the message shown in the screen capture above displays. You can create a compressed (zipped) file and select it to upload. QFES e-lodgement will automatically expand the compressed file in the **Attachments** screen.

> **Note:** Only certain file types an be uploaded to QFES e-lodgement. If you hover your mouse over the **Acceptable File Type** icon on the **Upload Document** screen, the list displays:
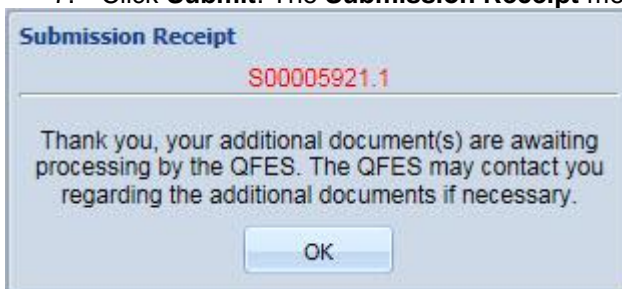>
>
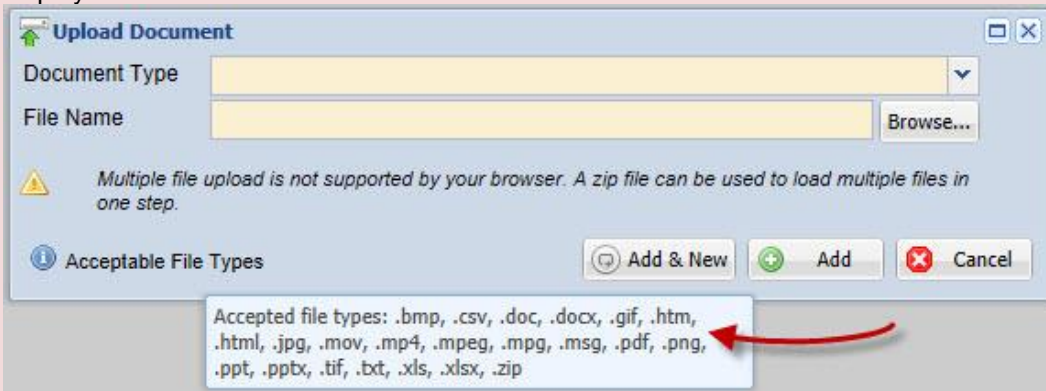
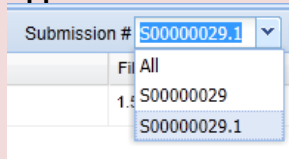The documents selected to submit display in this pane:
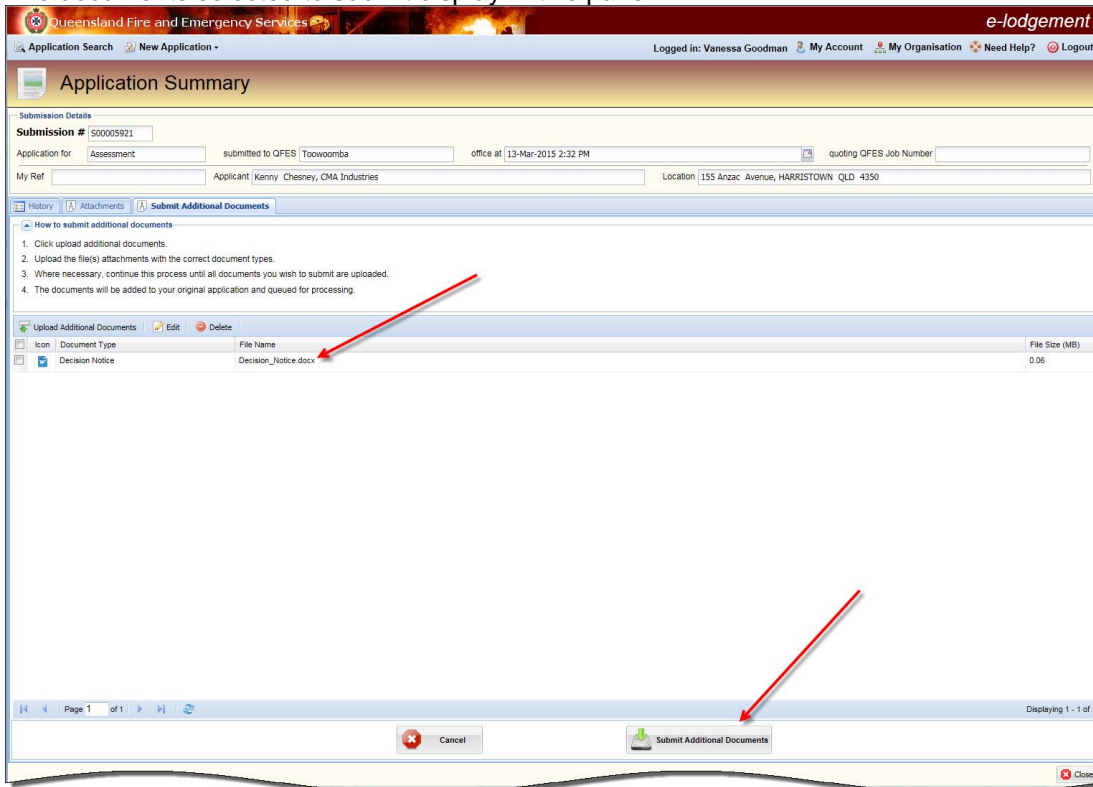
5. Review the documents you have selected, download documents, edit the **Document Type** and delete documents uploaded to this screen if necessary.

6. Click **Submit Additional Documents**. The **Submit Additional Documents** message displays:
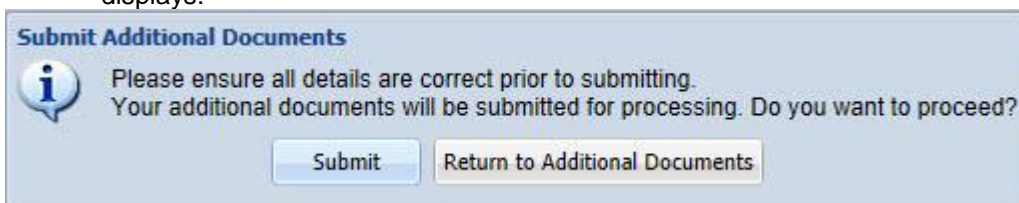
7. Click **Submit**. The **Submission Receipt** message displays:

|	**Note:** Take note of the **Submission #**. It can be used to search for the request in the **Application Search** screen and to search for documents in the **Attachments** tab:
	This is not the QFES Job Number.

Appendix A – Example Organisation Profiles

It is recommended that you assign a user with e-lodgement administrator privileges to every office that you set up. If you have only one e-lodgement administrator for your organisation, you may want to consider creating a backup e-lodgement administrator who can manage the functions when the other administrator is unavailable.

If you have a head office plus two other offices with staff that have dealings with QFES, your structure would look like the following:
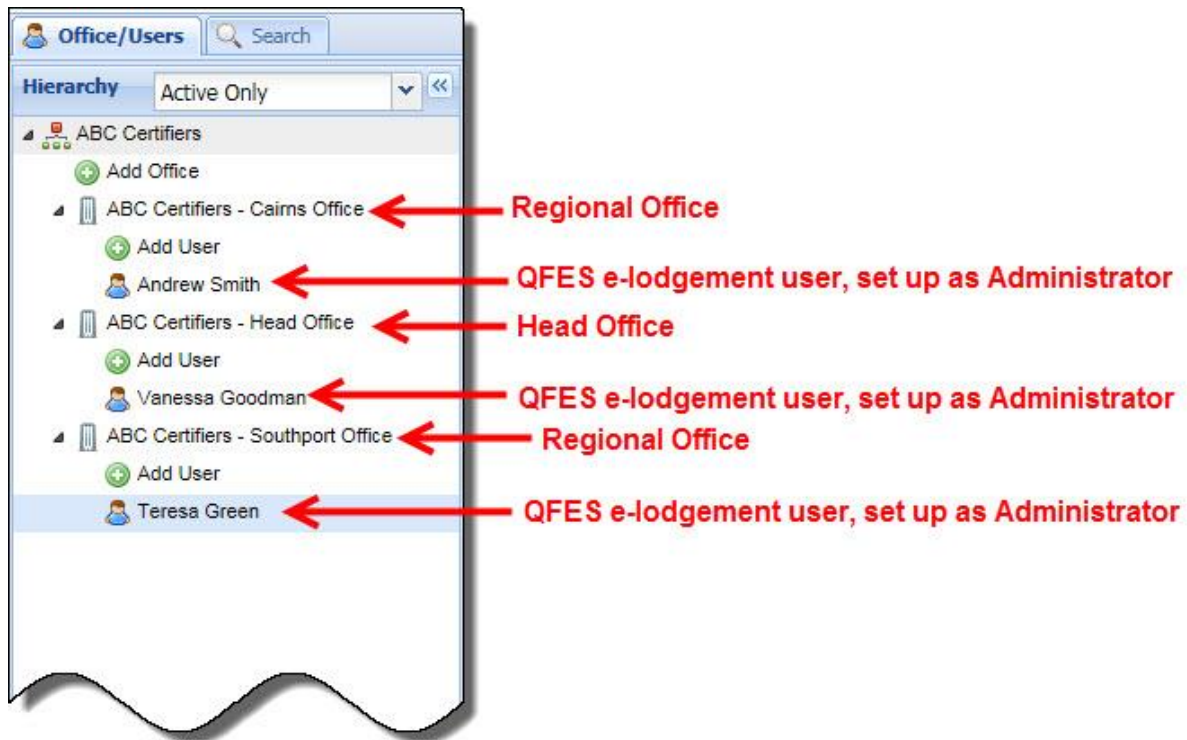
If you have one office with many staff members that have dealings with QFES, your structure would look like the following: